



CASE STUDY

Jabil Engineering Alliance Portal (JEAP)

Customer Needs

The engineering services function (codenamed "HIVE") within Jabil's *Engineering Services Group* (ESG) supports the engineering needs of a large fraction of the Jabil business, across sectors including Smart Home & Appliances, Automotive & Transportation, Print & Retail, Energy Industrial & Building, and Defense & Aerospace. The HIVE team provides services encompassing electronics, software, mechanics, and product validation. Whilst the HIVE team has significant in-house capabilities, it is nonetheless sometimes necessary to engage external partners to provide services to address identified gaps in either capability or capacity.

Historically, these partnerships were managed without a supporting web-enabled framework. The lack of an online mechanism to publish partner profiles and facilitate other aspects related to partner management led to inefficiency and duplication of effort.

HIVE therefore conceived

comprehensive REST API. The platforms were integrated with Azure cloud services and automated testing scripts were developed and executed.

JSS dedicated a team of 15 staff to developing the JEAP portal, including architects, back-end developers, front-end

Strategic Value

The JEAP portal allows Jabil to manage partners in a more efficient manner and to effectively address known gaps in capability and capacity.